

# Customer Service Report for DCOB

For the period: Monday, October 01, 2007 12:00:00 AM to Wednesday, October 31, 2007 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
<b>Accounts</b>											
NED Record	0	1	0	0	0	1	0	0	0	0	0
<b>ASR</b>											
Colocation-OFF	0	0	0	3	0	0	0	0	3	0	0
Colocation-ON	0	0	0	6	0	0	0	0	6	0	0
Other	0	0	0	1	0	0	0	0	1	0	0
Windows	0	0	0	2	0	0	0	0	2	0	2
<b>CIT Categories</b>											
General Info	0	2	0	0	0	0	0	0	2	0	0
<b>Hardware</b>											
Acc/Periph/Request	1	0	0	0	0	0	0	0	1	0	10
Acc/Periph/Troubleshooting	1	0	0	0	0	0	0	0	1	0	5
<b>NIH Cabling Infrastructure-Cabling</b>											
New-Inside-Plant/Other	0	1	0	0	0	0	0	0	0	1	0
<b>NIH Data Center</b>											
Aperture Vista	0	60	0	3	0	2	0	0	60	1	0
<b>NIH DATA CENTER</b>											
APERTURE VISTA	0	3	0	0	0	0	0	0	3	0	0
<b>NIHnet</b>											
Maintenance-Other	1	0	0	0	0	1	0	0	0	0	0
<b>OS/390</b>											
General Info	1	0	0	0	0	1	0	0	0	0	0
<b>Grand Total:</b>	<b>4</b>	<b>67</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>79</b>	<b>2</b>	<b>0</b>

Total Tickets Closed: 81

Total Tickets Assigned/Pending/Checked Out: 5

## Customer Service Report for DCOB

For the period: Monday, October 01, 2007 12:00:00 AM to Wednesday, October 31, 2007 11:59:59 PM



---

**Total Tickets Created:** 86